

CLOIS LABERGE

Barista

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(756) 878-2933

Meridian, ID



PROFILE

Dynamic barista with 8 years of experience, excelling in crafting exceptional beverages and enhancing customer experiences. Proven strategic leader with expertise in team training, inventory management, and streamlining operations to boost efficiency and satisfaction.

LINKS

[linkedin.com/in/cloislaberge](https://www.linkedin.com/in/cloislaberge)

SKILLS

Latte Art

POS Systems

Inventory Management

Customer Retention

Team Leadership

Conflict Resolution

Menu Development

Quality Assurance

LANGUAGES

English

Italian

HOBBIES

Painting

Photography

Reading

EMPLOYMENT HISTORY

● Head Barista at Starbucks, ID

Apr 2025 - Present

- Led a team of 15 baristas, improving customer satisfaction scores by 12% within six months through enhanced training and service protocols.
- Streamlined inventory management processes, reducing waste by 18% and saving approximately \$5,800 annually in supply costs.
- Spearheaded the introduction of a new seasonal beverage line, resulting in a 22% increase in sales during the launch quarter.
- Implemented a cross-training program that boosted staff productivity by 25%, enabling seamless operations during peak hours.
- Negotiated with local suppliers to source ethically produced coffee beans, enhancing product quality and increasing repeat customer visits by 9%.

● Barista at Dunkin', ID

Jul 2021 - Mar 2025

- Spearheaded a team initiative to streamline morning rush operations, reducing customer wait times by 27% and boosting satisfaction scores.
- Managed inventory levels effectively, leading to a 15% reduction in waste and optimizing supply costs without compromising quality.
- Implemented a new training program for onboarding staff that improved new hire productivity by 35% within the first month.
- Led the rollout of a promotional campaign that increased sales of specialty beverages by 22% over three months, enhancing brand visibility.
- Analyzed daily sales data to adjust staffing schedules dynamically, improving labor efficiency and cutting overtime expenses by 18%.

● Junior Barista at Peet's Coffee, ID

Jun 2017 - Jun 2021

- Spearheaded a team initiative that streamlined coffee preparation processes, reducing customer wait times by 20% and boosting morning rush efficiency.
- Implemented a new inventory tracking system, cutting down on waste by 15%, ensuring optimal stock levels for high-demand items.
- Trained and mentored four new hires, enhancing team productivity and cohesion, resulting in a 10% increase in positive customer feedback.

EDUCATION

Certificate in Coffee Brewing and Barista Skills at Madison Area Technical College, WI

Apr 2013 - May 2017